

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application for: Matthias Kaiser

Application No.: 10/811,971

Filing Date: March 30, 2004

For: **Methods and Systems for Detecting User Satisfaction**

Examiner: Brooks, Matthew L.

Art Unit: 3629

Confirmation No.: 2997

**Mail Stop Amendment**

Commissioner for Patents

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**SECOND SUPPLEMENTAL AMENDMENT**

This is a second supplement to the response filed on November 17, 2008 (which corrects a typographical error in the response of February 27, 2009 that omitted previous claim 5 from the identified canceled claims). The Applicant respectfully requests reconsideration in view of the following amendments and remarks.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.

**CERTIFICATE OF ELECTRONIC TRANSMISSION**

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April 30, 2009

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